COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEATLH
HEALTH CARE REFORM OPERATIONS
SERVICE REQUEST TRACKING SYSTEM (SRTS)
FREQUENTLY-ASKED QUESTIONS

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Overview of the SRTS

1. **Q: WHAT IS THE PURPOSE OF THE SERVICE REQUEST TRACKING SYSTEM (SRTS)?**

   A: California Code of Regulations Title 9 §1810.405(f) requires a written log of initial requests for specialty mental health services. In addition, DMH Policy 202.43 *Scheduled Clinical Appointments and Associated Documentation* states that all requests for newly-active clients shall be clearly documented, lists the specific data elements that are to be documented and establishes timeframes for when individuals must receive their initial appointment.

   The SRTS is the mechanism to electronically document this information, and to track an individual's ability to access care when the initial request for service is made, even when it is made at a location different from where they will receive their initial appointment.

Accessing the SRTS

Becoming a Registered User

2. **Q: WHO AT OUR SITE SHOULD REGISTER WITH THE SRTS?**

   A: It depends:

   - **If you are using the SRTS as your Service Request Log (SRL),** then you may opt to have all staff who handle requests for service via phone, fax or walk-in register with the SRTS. This way requests can be entered in real-time (or close to it) and not logged somewhere else first and entered later.

   - If you have an electronic health record system (EHRS) and are **collecting the required SRL data elements in your EHRS**, then you are only using the SRTS to transfer requests to other locations and to receive transfers from other mental health programs, Service Area Navigators, ACCESS Center, etc., who are linking a client to your program for services. In this situation, we require a minimum of two to four users. Users should be selected based on their ability to receive requests transferred to your program, follow-up with the request for service and update the SRTS.

3. **Q: HOW MANY PEOPLE NEED TO BE REGISTERED BY A PROVIDER IN SRTS?**

   A: Each site should have at least –two to four registered users. Always ensure there are enough registered users to provide back-up for illness, vacation and/or staff turnover.

4. **Q: IS THERE A MAXIMUM NUMBER OF USERS PER SITE?**

   A: There is no cap on the number of users per site. Please note that **all** SRTS users associated with a specific provider number will receive an automated email whenever there is a request transferred to that clinic.

5. **Q: HOW CAN I REGISTER FOR THE SRTS?**

   A: Complete the **SRTS User Registration Form**, which can be found at:
   http://file.lacounty.gov/dmh/cms1_219006.docx and send to SRTS@dmh.lacounty.gov. Once a new
   user is added, a welcome email will be sent. Please note that contracted staff must include their C#
   on the User Registration Form. This is the user name that is issued with the RSA SecurID token.
   Please see below for additional information on obtaining a SecurID token.

6. **Q: HOW LONG WILL IT TAKE TO PROCESS THE SRTS REGISTRATION FORM?**

   A: All directly-operated staff, and contracted staff with a C#, can be registered in the SRTS within 48
   hours of the request. Contracted staff that need to request an RSA SecurID token must first wait for
   the token, which can take from four to eight weeks to receive.

7. **Q: WHAT HAPPENS WHEN YOU HAVE MULTIPLE PROVIDER NUMBERS AND MULTIPLE PROGRAMS
   PER PROVIDER NUMBER? HOW IS THAT HANDLED IN THE SRTS?**

   A: When completing the SRTS User Registration Form, users need to be assigned to each provider
   number and program for which they will be entering data. For example, a staff member could be
   identified as a user for all three (3) programs:

   - Didi Hirsch - Glendale - 7812 - Adult
   - Didi Hirsch - Glendale - 7812 - Child
   - Didi Hirsch - Glendale - 7812 - Adult FSP

RSA SecurID Token

8. **Q: HOW CAN I OBTAIN AN RSA SECURID TOKEN?**
   A: Contracted staff with an RSA SecurID token are able to use their existing C#/token. Those that do
   not yet have a token must request one by completing the following five (5) forms, found at
   http://lacdmh.lacounty.gov/hipaa/cp_ISForms.htm, and ensuring they are signed by the individual
   on file authorized to sign forms with the Department:

   - Applications Access Form
   - Downey Data Center Registration (DDCR)
   - Confidentiality Oath
   - Agreement for Acceptable Use
   - E-Signature Agreement

   The signed documents must be submitted together to:

   > Department of Mental Health
   > Systems Access Unit
   > 695 S. Vermont Ave., 8th Floor
   > Los Angeles, CA 90005

9. **Q: WHAT IF A STAFF MEMBER WITH A SECURID TOKEN IS LEAVING? CAN WE GIVE THAT TOKEN
   TO A STAFF MEMBER WHO IS ON THE LIST WAITING FOR A TOKEN?**

A: When a staff member leaves, they must fill out two forms: 1) Applications Access Form and 2) Downey Data Center Registration form (DDCR). On both forms, there is a check box to "delete" user. **Indicate on the top of the application which staff the token is to be transferred to.** The staff that will receive the token must complete all five forms to request the RSA SecurID token.

10. **Q: IF OUR STAFF ALREADY HAS A TOKEN BUT NEEDS TO REGISTER WITH THE SRTS, DO THEY NEED TO SUBMIT ANY ADDITIONAL FORMS TO CIOB?**
    A: Staff with a token **do not** need to submit any paperwork to CIOB. The only form that needs to be completed is the SRTS User Registration Form, which is then sent to SRTS@dmh.lacounty.gov.

Logging In

11. **Q: HOW DO YOU LOG IN AS A USER WITH THE SRTS?**

    A: Once registered as an SRTS user, open the web browser (Internet Explorer) and go to one of the following URL links to access the website:

    DMH Staff Link:
    https://intra.dmhapps.co.la.ca.us/SRTS (Add link to Favorites)
    Use your DMH Network user name and password (same user name and password used to log-on to your computer).

    Legal Entity Link:
    https://dmhapps.co.la.ca.us/SRTS (Add link to Favorites)
    RSA SecurID Token required. You will first be taken to the RSA Log-in page. Next is the SRTS log-in page, where the User Name is your C#. A password must be requested from the DMH Help Desk (213-351-1335). If you already have a password for an Outcomes Measurement Application (OMA), that will also work for SRTS.

Training

12. **Q: IS IT POSSIBLE FOR US TO FOLLOW THE TRAIN-THE-TRAINER MODEL FOR THE SRTS TRAINING?**
    A: Yes, we encourage the train-the-trainer model for the SRTS. The User Guide and SRTS Instructional Video are also available.

13. **Q: HOW CAN I ACCESS THE SRTS INSTRUCTIONAL VIDEO?**
    A: To access the SRTS Instructional Video, go to:
    http://lacdmh.lacounty.gov/News/Media_Coverage/engine/swf/player.swf?url=http://file.lacounty.gov/dmh/cms1_220891.flv

14. **Q: HOW CAN I ACCESS THE SRTS USER MANUAL?**

A: A link to the most recent version of the user manual is located on the upper right-hand corner of the SRTS website.

Entering Records in the SRTS

Creating a New Record

15. **Q: WHICH REQUESTS FOR SERVICE NEED TO BE ENTERED INTO THE SRTS?**

    A: The answer to this question depends on whether you are using the SRTS as your SRL or if you are using a different DMH-approved SRL.

    1. If you are **not using the SRTS as your SRL**, then only requests for service that originate at your program that you cannot serve and are linking with another program should be entered in the SRTS.
    2. If you **are using the SRTS as your SRL**, then all requests for service must be entered into the SRTS, as per Quality Assurance (QA) guidelines for tracking service requests.

    QA Bulletin 14-03 provides additional information regarding the SRTS and the SRL.

16. **Q: HOW DO YOU ENTER A CLIENT IN THE SRTS IF THEY HAVE NEVER HAD A RECORD OPENED IN THE DMH SYSTEM?**

    A: There is a way to enter a client without a DMH ID#. Use the "advanced search" and enter their first name, last name and date of birth. Because the SRTS also queries 300,000 individuals who were enrolled in Health Way L.A. through 2013, there is a chance the client will be found. If they are not, then you will see a "Proceed" button. Once you click that, you are able to move forward.

17. **Q: IF WE RECEIVE A REQUEST FOR SERVICE FOR A CLIENT THAT HAS ALREADY BEEN ENTERED INTO THE SRTS FROM ANOTHER AGENCY, HOW DO WE RECORD IT ON OUR END?**

    A: If the record created by the other agency is "closed," (i.e., a disposition has been entered), you can create another request. If the record does not have a disposition, you will find that the SRTS will not allow you to create another record for the client. In this situation, you will need to request that the agency that created the request either:

    1. Transfer it to you, if the services you are providing are a result of that initial request, (e.g., client requested services from Agency A on 8/8/14, Agency A created the record and put the client on their wait list. Client then contacted you and you are able to see the client before Agency A.)
    2. Close the record by entering a disposition so that you can then create a new record.

18. **Q: IS THERE A TIMELINE FOR HOW SOON AN INITIAL APPOINTMENT MUST BE GIVEN FOR A REQUEST FOR SERVICE?**

    A: Yes, please refer to DMH Policy 202.43 *Scheduled Clinical Appointments and Associated Documentation* for timelines.

19. **Q: SRTS ASKS FOR A SPECIFIC TIME OF INTAKE, BUT WE HAVE OUR CLINICAL RECORDS STAFF ENTER IN THE DISPOSITION. CAN WE ENTER A STANDARD TIME OR DO WE NEED THE ACTUAL TIME THE THERAPIST IS MEETING WITH THE CLIENT?**

    A: Yes, please enter the actual time and date of the initial assessment appointment into the SRTS. However, this field is optional, so if the time is not known then it can be left blank.

20. **Q: WHEN SHOULD I CHOOSE AN OPTION OTHER THAN N/A ON THE "REFERRED FROM" DROP-DOWN LIST?**

    A: Staff should select "Jail," "Inpatient" or "Juvenile Hall" from the "Released From" drop-down in the SRTS if the request for service is received within 15 days of their release.

Attachments

21. **Q: CAN YOU UPLOAD MORE THAN ONE ATTACHMENT TO AN SRTS RECORD?**

    A: Yes, more than one document can be uploaded as an attachment.

Dispositions

22. **Q: WHAT IF THE CLIENT DOES NOT MEET ELIGIBILITY CRITERIA?**

    A: It depends on what you do with the request:

    - If the client does not meet specialty mental health services criteria and you refer them to a non-DMH provider, then select "Does not meet program criteria. Referral made for appropriate non-DMH service provider."
    - If the client does meet specialty mental health services criteria and you refer them to another DMH provider, then leave the Disposition section blank and transfer the record to the provider via the SRTS.
    - If the client does meet specialty mental health services criteria, but either the provider is not listed in the drop-down menu or you are giving the client multiple referrals and not linking the client with a particular agency, then select "Referral made to appropriate DMH service provider; unable to transfer record."

23. **Q: WE ARE NOT ALWAYS ABLE TO SCHEDULE THE INITIAL ASSESSMENT APPOINTMENT WHEN THE CLIENT FIRST CALLS. HOW IS THAT HANDLED IN THE SRTS?**

    A: When the client first calls, create a record in the SRTS and leave the Disposition section blank. Once an appointment has been scheduled, access the SRTS again and edit the record to enter the disposition.

24. **Q: WHAT DO WE DO IN THE CASE THAT THE APPOINTMENT DATE AND TIME CHANGE FOR A CLIENT AFTER A RECORD IS CREATED IN THE SRTS?**

A: In the event the client is able to receive an earlier appointment time, you can email SRTS@dmh.lacounty.gov with the tracking number and the new information and the SRTS Team will update the information in the SRTS. If the client did not show and/or needs to reschedule to a later date, then the disposition should not be updated. The intent is to capture the first appointment offered.   Changes to the appointment can be noted in the Comments section.

Wait-lists

25. Q: WHAT IF WE HAVE A CLIENT THAT HAS BEEN ON OUR WAIT-LIST FOR OVER 60 DAYS?
A: When an SRTS record is created for an individual that is being added to the wait-list, please note "wait-list" in the Comments section; otherwise, the SRTS Team will contact you when a disposition has not been added for more than 30 days since the record was created. Once the individual is scheduled for an initial appointment, the SRTS will require that you enter a justification for why the appointment was over the allowable timeframe. Please note that the Justification section allows only 200 characters. If you need more space, please type "see comments" and type your justification there.

Transferring Records in the SRTS

26. Q: HOW DO YOU REFER PEOPLE TO DMH AGENCIES THAT ARE NOT IN THE DROP-DOWN MENUS?
A: If the agency is not in the "Transfer To" drop-down list, that means the agency does not yet have staff registered to use the SRTS. In these instances, instead of transferring the referral, select the disposition "Referral made to appropriate DMH service provider; unable to transfer record."

27. Q: HOW DO WE MAKE A REFERRAL TO A NON-DMH PROVIDER, SINCE WE ARE NOT ABLE TO SELECT FROM THE DROP-DOWN OF DMH PROVIDERS?
A: If the provider is not a DMH provider, we are not able to add them to the system for transfer of services. In the Disposition section, you would choose "Does not meet criteria. Referral made for appropriate non-DMH service provider."

28. Q: WHEN WE ARE TRANSFERRING A CASE TO ANOTHER AGENCY AFTER PROVIDING AN INITIAL APPOINTMENT AND, PERHAPS, A COUPLE OF SESSIONS, DO WE NEED TO DO ANYTHING IN THE SRTS?
A: No, only new requests for service need to be created in the SRTS.

29. Q: WE CREATED AN SRTS RECORD FOR AN INDIVIDUAL THAT WE NEED TO TRANSFER TO ANOTHER SERVICE PROVIDER FOR AN INITIAL APPOINTMENT. DO WE COMPLETE A DISPOSITION?
A: No, only the provider offering the initial appointment should enter a disposition. When transferring a record, the Disposition section should be left blank.

30. **Q: WHAT IS THE PROTOCOL (NOT THE INSTRUCTIONS) FOR TRANSFERS? FOR EXAMPLE, IF ANOTHER DMH ENTITY CALLS TO TRANSFER A REFERRAL, DO WE HAVE THE RIGHT TO REFUSE? OR, IF WE HAVE TO TRANSFER A CASE TO ANOTHER DMH ENTITY, WHAT IS THE REQUIRED PROTOCOL? DO WE HAVE TO SEND REFERRAL INFORMATION?**

    A: Yes, you may refuse the referral if the individual does not meet your program's eligibility criteria or you are unable to serve the requestor for some other reason, (e.g., your program is at capacity and is not accepting new referrals).

    Similarly, when you have to transfer a request to another DMH entity, first confirm that the other agency can accept the referral and then upload the referral information into the SRTS record and transfer via the SRTS.

    ACCESS and Service Area Navigators are not required to contact providers when making a referral since their function is to provide linkage services.

Other SRTS Features

Searching for SRTS records

31. **Q: I JUST LOGGED IN AND I AM NOT ABLE TO FIND WHERE I CAN GET A LIST OF WHAT IS IN MY QUEUE. WHERE DO I FIND THIS?**

    A: There are two ways to located existing SRTS records once logged in to the application. If you know the tracking number for a record, select "Edit Service Request by Confirmation Number." If you do not have the tracking number, select "Search for Existing Service Request." This will allow you to search for a record based on staff or location that created the record, client name and/or request date. Please see the SRTS User Manual for additional information.

Service Request Reminders

32. **Q: WHY IS THERE A LIST OF CLIENTS ON MY HOME SCREEN?**

    A: A service request reminder will appear on the right side of the home screen if a disposition has not been selected for a record within the allowable timeframe. The timeframe is consistent with the number of days in which an initial appointment should be scheduled, as per DMH Policy 202.43.

Application Email Alerts

33. **Q: I HAVE BEEN GETTING AUTOMATED EMAIL NOTIFICATIONS FROM THE SRTS BUT I DO NOT KNOW HOW TO RESPOND TO IT. WHAT DO I NEED TO DO?**

    A: When a service request is transferred from one location to another, the system automatically generates an email notification to all registered users at the receiving site and the sender is copied, as well. You may access the record by clicking the link provided in the email. DMH staff must click the "DMH Staff" link and staff that work at a contracted agency must click the "Legal Entity" link.